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| A close up of a sign  Description automatically generated | **Subscribe****to*****Residents Committee Support Desk*** |

**What is the Support Desk?**

ARQRV is aware that many residents committees struggle to understand their role, and are also often unsure of the requirements of the Retirement Villages Act.

The support desk provides specialist assistance and advice to residents committees about matters relevant to the of role residents committees. ARQRV has established a portfolio within the association’s committee structure which focuses on providing assistance to residents committees.

The support desk compliments the ARQRV Residents Committee Manual.

\*ARQRV will also advise and assist with the establishment of a residents committee.

The Support Desk does not assist residents with their individual issues with scheme operators or with matters relating to their residence contract. This will be provided without cost only to ARQRV members

**How does the Support Desk work?**

A member of a subscribing residents committee may contact the Support Desk by phone or email with a query. The query will be referred by the Support Desk to an ARQRV committee member with the appropriate expertise in that area who will contact you and address your issue.

**How much does the Support Desk cost?**

Fees are paid annually and are based on the number of accommodation units within a village regardless of the number of ARQRV members. Subscriptions will be valid for 12 months from the date of payment.

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| Number of accommodation units | Annual fee |
| Up to 50 | $30 |
| 51 to 100 | $50 |
| 101 - 200 | $70 |
| Over 200 | $90 |

**How to subscribe**

To subscribe, you must send a completed Residents Committee Support Desk Sign Up form and payment to the ARQRV office. The form is also available on the ARQRV website or from the ARQRV office.

Please note – only one renewal notice will be emailed per year. The invoice is payable within 30 days.

\*Residents may subscribe in anticipation of a committee, where the committee wishes to be provided ARQRV assistance in its establishment. The support desk service will continue to be available to the committee after its establishment.

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| **ARQRV Support Desk contact details** |
| **Telephone**: 0437 906 074 **Email**: enquiries@arqrv.org.au(*The desk is sometimes unattended. Please leave a clear voice message, if your call is not answered*.) |
| A close up of a sign  Description automatically generated | **Residents Committee****Support Desk****Sign Up** |

Send the completed form and payment to the ARQRV office. You will receive a confirmation and a receipt for your payment.

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| **Village details:** |
| Village Name |  |
| Village Address |  |
| Number of Accommodation Units |  |
| Will there be an increase in the number of units in your village?  | YES NO *(please circle one)* |
| **Committee Contact details** |
| Contact name |  |
| Email address |  |
| Phone number |  |
| **Payment details** |
| Amount paid | $ |
| Payment method\* |  |
| **Date:** |  |

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| --- | --- | --- |
| **ARQRV office contact details** |  | **ARQRV Bank details** |
| **Postal address**: P O Box 5057 BRENDALE QLD 4500**Telephone**: 0429 098 417 **Email**: comm4@arqrv.org.au(*The office is sometimes unattended. Please leave a clear voice message, if your call is not answered*.) |  | **Bank**: Bank of Queensland**Account name**: ARQRV Inc**BSB**: 124-001**Account**: 20511301\**You must use deposit reference* – ***Support [village name shortened]***for example, Support B’mere Sands |